

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

In the Matter of	)	
	)	
Joint Application of Charter Fiberlink MA-CCO, LLC and Time Warner Cable	)	
Information Services (Massachusetts), LLC	)	D.T.C. 21-2
for Designation as Eligible	)	
Telecommunications Carriers to Receive	)	
Rural Digital Opportunity Fund Auction	)	
(Auction 904) Support for Voice and	)	
Broadband Services	)	

**RESPONSE OF CHARTER FIBERLINK MA-CCO, LLC AND  
TIME WARNER CABLE INFORMATION SERVICES (MASSACHUSETTS), LLC  
TO SECOND SET OF INFORMATION REQUESTS**

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Charter Fiberlink MA-CCO, LLC (“Charter Fiberlink”) and Time Warner Cable Information Services (Massachusetts), LLC (“TWCIS,” and together with Charter Fiberlink, individually, a “Charter Entity,” and collectively the “Charter Entities”) submit the following Response to the Department of Telecommunications and Cable (the “Department”) Staff’s Second Set of Information Requests issued on April 16, 2021 in the above-captioned docket.<sup>1</sup>

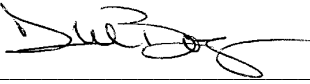
The Charter Entities’ Response, attached hereto as **Exhibit 10**, responds to the Department’s questions and provides additional information about the Charter Entities’ operations in Massachusetts.

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<sup>1</sup> Certain of the subjects and benefits discussed in this Response pertain to non-jurisdictional products and services. While those items are included herein in order to provide a comprehensive view of the public interest benefits of designating the Charter Entities as eligible telecommunications carriers (“ETCs”), the Charter Entities respectfully reserve all rights relating to the inclusion of or reference to such information, including without limitation the Charter Entities’ legal and equitable rights relating to jurisdiction, filing, disclosure, relevancy, due process, review, and appeal.

Respectfully submitted,

Charter Fiberlink MA-CCO, LLC and Time  
Warner Cable Information Services  
(Massachusetts), LLC

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***Counsel for Charter Fiberlink MA-CCO,  
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Services (Massachusetts), LLC***

## **Exhibit 10**

### **RESPONSE OF CHARTER FIBERLINK MA-CCO, LLC AND TIME WARNER CABLE INFORMATION SERVICES (MASSACHUSETTS), LLC**

As stated herein, “Charter Entity” or the “Charter Entities” refer individually or collectively to the joint applicants in this docket, and “Charter” refers collectively to the Charter Entities, similarly situated affiliates, and other subsidiaries wholly controlled by Charter Communications, Inc. “Application” refers to the Charter Entities’ Joint Application for Designation as Eligible Telecommunications Carriers to Receive Rural Digital Opportunity Fund (Auction 904) Support for Voice and Broadband Services and Request for Expedited Consideration. “RDOF” refers to the Federal Communications Commission’s (“FCC”) Rural Digital Opportunity Fund Auction (Auction 904), and “RDOF Census Blocks” refers to the census blocks where each Charter Entity will receive RDOF support.<sup>2</sup>

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<sup>2</sup> The Charter Entities seek ETC designation in full census blocks where the full census block is eligible for RDOF support; in cases where a census block is only partially eligible for RDOF support, the Charter Entities seek ETC designation only as to the supported portion. The vast majority, but not all, census blocks included in the RDOF auction were included in full. *See Wireline Competition Bureau and Office of Economics and Analytics Release Updated List and Map of Eligible Areas for the Rural Digital Opportunity Fund Phase I Auction*, Public Notice, DA 20-665 (June 25, 2020), at p. 6 (stating “As the Commission made clear in the *Rural Digital Opportunity Fund Order*, eligible areas would include census blocks served by both price cap carriers and rate-of-return carriers *to the extent that the census block is in the price cap carrier’s territory. That is, only the price cap portion of the census block is eligible.*”) (emphasis added). Throughout this Response, Charter’s use of the phrase “RDOF Census Blocks” should be understood to refer to full census blocks or *portions* of census blocks, where applicable.

Additionally, Exhibits A and B to the Application provide lists of the RDOF Census Blocks assigned by the FCC to CCO Holdings, LLC in Massachusetts. To the extent there is any inconsistency between the lists of RDOF Census Blocks on those Exhibits and the lists at the FCC’s RDOF Dashboard (<https://auctiondata.fcc.gov/public/projects/auction904>), the lists at the FCC’s RDOF Dashboard shall control with respect to where each Charter Entity is seeking ETC designation and accordingly will have ETC obligations. In addition, in the event the FCC were to modify the census block award in the future, such as in response to a waiver petition or otherwise, any such modified census blocks shall constitute the RDOF Census Blocks for purposes of the ETC designation.

**D.T.C. 2-2** For each of those services that Charter indicated in its responses to D.T.C. 1-17, D.T.C. 1-30, and D.T.C. 1-31 that it anticipates offering in the RDOF Census Blocks, please provide the following as a standalone exhibit in PDF or equivalent format:

- a. Charter's current "Terms of Service/Policies," which Charter referenced in D.T.C. 1-31;
- b. Charter's current "Service Rates & Disclosures," which Charter referenced in D.T.C. 1-31; and
- c. Charter's current Network Management Statements, as required by 47 C.F.R. § 8.1(a).

**Response:** Charter's current "Terms of Service/Policies," as referenced in D.T.C. 1-31, are attached hereto as **Exhibit 11**. Charter's current "Service Rates & Disclosures," as referenced in D.T.C. 1-31, are attached hereto as **Exhibit 12**. Charter's current Network Management Statement, as required by 47 C.F.R. § 8.1(a), is attached hereto as **Exhibit 13**. The rates, terms and conditions of Charter's services, as described in the foregoing exhibits, are subject to change in accordance with applicable law.

D.T.C. Docket No. 21-2  
Company: Charter Fiberlink and TWCIS  
Witness Responsible: Michael A. Chowaniec  
Submission Date: April 29, 2021

**D.T.C. 2-5 Please state whether Charter intends to offer video service in the RDOF Census Blocks.**

**Response:** Yes. Charter intends to offer video service in the RDOF Census Blocks, even though video service is not a required service under the FCC's RDOF program.

## SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE

(EFFECTIVE: February 2, 2021)

This Price Guide contains prices and descriptions for Spectrum Voice (“Voice Service”) communications services furnished by the Charter companies to residential voice Customers (“Subscriber(s)”). The rates, terms and conditions that are found in this Price Guide are incorporated into and part of the Spectrum Voice Residential Services Agreement and General Terms and Conditions For Charter Residential Services posted at [www.spectrum.com/policies/terms-of-service](http://www.spectrum.com/policies/terms-of-service), under “Terms of Service/Policies.” Call 1- 855-707-7328 for additional details on the following services.

This document applies to Charter’s Spectrum Voice Services in the following states: Alabama, California, Colorado, Connecticut, Georgia, Illinois, Louisiana, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New York, North Carolina, Oregon, South Carolina, Tennessee, Texas, Virginia, Vermont, Washington, Wisconsin and Wyoming. The specific Charter Company providing your service may be found on the back of your bill. Voice Services and/or certain features may not be available in all areas. Please refer to [www.spectrum.com](http://www.spectrum.com) to find availability of Voice Service in your area.

**Basic Service:** Basic service provides real-time, two-way voice communications service permitting users to receive calls that originate on the public switched telephone network and terminate calls on the public switched telephone network. Basic service will be provided with E911 emergency service<sup>1</sup>, access to; operator services<sup>2</sup>, directory assistance<sup>3</sup>, private number service (your number is not published or accessible via directory assistance), Subscriber and repair call services, line intercept service, Telephone Relay Service (TRS) (where available)<sup>4</sup>, interexchange carriers for long distance calling and unlimited local calling within the local service area. Basic Service is included in the Company’s Voice packages listed below and provided previously as a standalone service in some states. A Line Access charge, Universal Service Fund charges, taxes and fees may be billed monthly to the Subscriber.

**Long Distance Service:** The terms set forth in this Price Guide, as well as those found in the Charter Spectrum Voice Residential Services Agreement, apply to extended long distance services furnished by the Company for non-local calls within the U.S. and to specific international locations as referenced within the packages described below. The Company provides such long distance services, including direct-dialed services, to Subscribers of the Company’s local service. The Subscriber must choose the Company as their service provider for all long distance calls in order to subscribe to a packaged service. No substitutions on service packages are allowed. Rates (package or per minute) for long distance calls include only direct-dialed (1+) calls. Operator assisted (0+) calls are excluded from the stated package. The Company reserves the right to review usage of any long distance service (package or per minute services) and discontinue or block long distance services without further notice if Subscriber is utilizing the service for non-residential purposes or is exceeding acceptable usage. Calls are measured in duration increments of sixty (60) seconds. All calls which are a fraction of a measurement increment are rounded up to the next whole unit. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where signaling is provided by the terminating local carrier and any

intermediate carrier(s). Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier. Service provides the Company's Subscribers with the ability to originate calls to all other stations on the public switched telephone network bearing any rate center office(s) designation outside the Subscriber's local calling area. Please refer to [www.spectrum.net/support/voice/placing-domestic-and-international-calls](http://www.spectrum.net/support/voice/placing-domestic-and-international-calls) for further information.

<sup>1</sup>The Company will provide 911 location information for all lines on the same account and does not support multiple address locations.

<sup>2</sup> Provides Subscribers with assistance using operators or an automated interactive voice system. Please also see [www.spectrum.net/support/voice/placing-domestic-and-international-calls/](http://www.spectrum.net/support/voice/placing-domestic-and-international-calls/) for further information.

<sup>3</sup>The Company will list its Subscribers' telephone numbers with directory assistance providers, except private telephone numbers. Please refer to [www.spectrum.net/support/voice/spectrum-voice-directory-and-directory-assistance/](http://www.spectrum.net/support/voice/spectrum-voice-directory-and-directory-assistance/) for further information.

<sup>4</sup>Please refer to [www.spectrum.net/support/voice/spectrum-voice-tty-and-trs-information/](http://www.spectrum.net/support/voice/spectrum-voice-tty-and-trs-information/)

<sup>5</sup> Basic Service does not include optional toll free calling outside of the designated local calling area.

Voice Packages and Plans Offered	Monthly Rate
<b>Spectrum Voice Package<sup>6</sup>:</b> Includes Spectrum Voice Basic Service, Spectrum Voice Unlimited Long Distance (ULD) calling minutes (intrastate and interstate) and Spectrum Voice Calling Features listed following on a Subscriber primary line: 3-Way Calling, Accept Selected Callers, Block 3rd Party Charges, Block 900/976 Calls, Block Anonymous Calls, Block Collect Calls, Block International Calls, Block Outbound Caller ID, Block Unwanted Callers, Caller ID, Call Waiting, Call Waiting with Caller ID, Do Not Disturb, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Set Backup Phone, Simultaneous Ring, Speed Dial, Trace Call and VIP Ring. Unlimited long distance calling includes calls within the fifty (50) United States and Canada, Guam, Mexico, Puerto Rico, American Samoa, the Northern Mariana Islands and the US Virgin Islands. Also included is Directory Assistance, Private Number Service, Call Guard (blocks unwanted calls from robo-callers) and Voicemail/Readable Voicemail. The Company may offer this package to residential Subscribers of Spectrum TVTM and/or Spectrum InternetTM services at a discounted monthly rate as an acquisition and/or retention offer. Additional services specified below may be purchased at standard rates. Some features or services may not be available in all areas. Taxes and fees included. Feature descriptions may be found at <a href="http://www.spectrum.net/support/category/voice/">www.spectrum.net/support/category/voice/</a> .	\$29.99 Voice Only \$12.99 Voice bundled with TV and/or Internet <sup>7</sup>
<b>Spectrum Voice Package – Additional Line<sup>6</sup>:</b> Offering is identical to the primary line offering described above for an additional line. Subscriber must have the Spectrum Voice Package on the primary line at the primary line rate. Limit one.	\$19.99

<b>Basic Service (California only)<sup>6</sup>: See description above.</b>	<b>\$19.99</b>
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<sup>6</sup>California Customers who desire LifeLine service may be served from and are subject to terms and conditions of the Charter Fiberlink CA-CCO, LLC Local Exchange Service Tariff.

<sup>7</sup>The \$12.99 rate applies to new bundled Subscribers beginning 02/02/2021. Existing Subscribers will continue to pay \$9.99.

<b>Charter Basic Long Distance Plan: For Basic Service Subscribers who choose the Company as their long distance provider. Per minute of use intrastate rates apply per line to 1+ calls only (i.e. direct dialed) and are payable in arrears.</b>	<b>\$0.07 per minute</b>
<b>International Calling Package and Plans Offered</b>	
<b>Spectrum Voice International Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Please refer to <a href="https://www.spectrum.net/support/voice/spectrum-voice-international-calling-plan/">https://www.spectrum.net/support/voice/spectrum-voice-international-calling-plan/</a> for further information.</b>	<b>\$34.99 Voice Only \$14.99 Voice bundled with TV and/or Internet</b>
<b>Spectrum Voice International – Additional Line: Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Limit one.</b>	<b>\$24.99</b>
<b>Direct Dial International Plan: Post-paid long distance dialing service that charges the Subscriber based on per minute usage. Rates vary by international destination (plan supports International calling to mobile phones). Please refer to <a href="https://www.spectrum.net/support/voice/spectrum-voice-international-calling-plan/">www.spectrum.net/support/voice/spectrum-voice-international-calling-plan/</a> for further information.</b>	<b>Rates Vary</b>

**Local Calling Plans:** Missouri Metropolitan Calling Area (MCA) Service (optional Plan with Basic Service): MCA service is a toll-free expanded calling plan provided to Missouri Subscribers with Basic Service. Several layered calling areas (tiers) are provided and Subscriber's rate is dependent upon Subscriber location. "Host or Non-Ported" Subscribers, those not transferring numbers from another Company, must have the MCA overlay subscription in addition to their basic service. The minimum service period is the same as for Basic Service and rates are billed one month in advance. Georgia and Tennessee County-Wide Calling: In addition to the local calling areas, toll free calling on a (1+) or (0+) basis is provided between all local service locations within the same county. On operator-assisted calls, appropriate local operator service charges will apply. Intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling will be rated at appropriate toll charges.

**Voicemail:** Subscriber may listen and/or reply (via e-mail) to stored messages left from incoming callers. Subscriber may manage voicemail settings/features and receive call details, for example the caller's phone number, caller's name, date and time of each voicemail. Readable Voicemail converts voice messages to written word electronic mail messages at no additional



cost to the Subscriber. As a result of system constraints, some messages may not be fully transcribed and will appear as incomplete. Transcription services are not error free and the accuracy of the transcription can be affected by a number of factors. Incomplete messages will be denoted in the body of the transcription or some other indication that your message has been truncated. In such situations, you may obtain the full message by listening to your voicemail message. Subscriber consents under all applicable laws and regulations to provide Voicemail Messages to Charter's vendor such that its vendor shall be authorized to process those voice files and use Voicemail Messages, portions thereof, and/or log files or other data associated therewith, to tune, enhance, and improve the Services, including but not limited to, improving speech recognition technologies. Please refer to [www.spectrum.net/support/category/voice/](http://www.spectrum.net/support/category/voice/) for further information.

### **Additional Services and Charges**

<b>Additional Services and Charges</b>	<b>Rate</b>
Agent Assisted Payment	\$5.00
Battery Backup (CA Disabled - \$13.50) – 8 or 24 hour options available	\$60.00 each
Bill Copy	No Charge
Block Collect Calls	\$1.99
Block Third Party Charges	No Charge
Trace Call	No Charge
Directory Assistance <sup>8</sup>	\$1.99 per use
Directory Listing Change	Not Applicable to Spectrum Voice Package
Extended Referral Message <sup>9</sup>	Not Applicable to Spectrum Voice Package
Block International Calls	No Charge
Late Payment Charge	\$8.95 (CA \$4.75, OR \$6.00)
Line Access Charge (Not applicable to Spectrum Voice Package service)	\$7.50
Long Distance Carrier Change	Not Applicable to Spectrum Voice Package
Non-Sufficient Funds	\$20.00 - \$25.00
Operator Services <sup>10</sup>	See Note

Preferred Carrier Freeze <sup>11</sup>	No Charge
Seasonal Service, <sup>12</sup> monthly	See Note
ULD Package Standalone	\$19.99 per number
ULD Package-Double Pak	\$15.99 per number
ULD Package-Triple Pak	\$14.00 per number
N. Carolina Outer Banks Area, Each Pak	50% of Regular Rate
Special Construction <sup>13</sup>	See Note
Toll Restriction	No Charge
Wire Maintenance	\$4.99

<sup>10</sup>Operator Services are provided by the Company via contractual agreement with vendor.  
Rates are given upon request.

<sup>11</sup>At Subscriber request the Company will prevent a change in the Subscriber's preferred local or long distance carrier selection.

<sup>12</sup>Subscriber may request a temporary service suspension to accommodate extended absence needs (e.g. vacation, etc.). Service is not intended for use in regularly occupied residence. Suspension requests may be up to six (6) consecutive month increments, and can only be applied to the Company Subscriber's account one (1) time per rolling twelve months. Not offered in the state of Texas

<sup>13</sup>The Company may provide at Subscriber's request but shall be at the sole discretion of the Company. Construction charges in the form of installation charges, monthly charges, or both may be applied in addition to the usual service charges and monthly rates. Construction charges will include materials, contract services, and loaded labor. The Subscriber is required to bear unusual maintenance costs for special construction. The Company will provide an estimate of actual charges to the Subscriber prior to the start of construction. All charges are due and payable upon receipt of the bill. Advance payment may be required by the applicant.

## Service and Maintenance Charges

Service Description - One-time charges for connection or change of service	Rate
Installation - Service connection per truck dispatch. (Up to 2 lines, including 1 jack per line.)	\$49.99
Voice Activation	No Charge
Move Transfer - Relocate Charter equipment per Subscriber request.	\$49.99
Reconnection - Restore service without truck dispatch after disconnection	\$4.99
Reconnection - Restore service with truck dispatch after disconnection	\$49.99
Trip Charge/Truck Dispatch – Service or trouble dispatch beyond the demarcation point.	\$49.99

Custom Work – Hourly Service Charge	\$49.99
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**Voice Services/Rates No Longer Offered to New Customers (Former Charter Communications Service Areas)**

Basic Service Per Line <sup>14</sup>	Monthly Rate
California Basic Service	\$24.99 Flat Rate \$19.99 Measured Rate (Includes 60 calls. Each call over 60 is \$0.08 per call)
Missouri Basic Service	\$9.00
Additional line	\$8.99
Metropolitan Calling Area Plan additive	\$10.95 MCA3 \$12.35 MCA4 \$19.95 MCA5 or MCA6
Nebraska Basic Service	\$24.99
Tennessee Basic Service	\$24.99

Lifeline/Telephone Assistance Plan (TAP) Service <sup>15, 16</sup>	Credit	Monthly Rate
California Lifeline Service	NA	\$3.66 <sup>16</sup> Measured Rate (Includes 60 calls. Each call over 60 is \$0.08 per call)
Minnesota TAP (See Charter Fiberlink Tariff for availability)		
Tennessee Lifeline Service	\$3.50 <sup>15</sup>	NA
Texas Lifeline Service	\$3.50 <sup>15</sup>	NA
Wyoming TAP Service	\$3.50 <sup>15</sup>	NA

<sup>14</sup>Effective 12/15/14 this service rate or credit is not offered to new Charter Advanced Services subscribers. Existing Basic Service subscribers will continue to receive this service with no impairment (may add/change service) until service has been terminated.

<sup>15</sup>Eligible low-income Subscribers may receive a discounted rate or a credit to reduce the cost of service. State credits may apply in Texas.

<sup>16</sup>Plus Line Access Charge waiver.

Voice Packages and Plans	Monthly Rate
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<b>Spectrum Voice Package (See Page 2 for Description)</b>	\$19.99 with TV or Internet \$29.99 Year 1 with TV & Internet \$19.99 After Year 1 with TV & Internet
<b>Spectrum Voice Package International (See Page 3 for Description)</b>	\$24.99 with TV or Internet \$34.99 Year 1 with TV & Internet \$24.99 After Year 1 with TV & Internet
<b>Long Distance Unlimited Minutes Package:</b> Includes Company Basic local service for one primary line, unlimited minutes for interstate and intrastate calling as well as the following features: Block Anonymous Calls, Caller ID, Forward Selected Calls, Forward All Calls, Block Unwanted Callers, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, VIP Ring, Accept Selected Callers and Speed Dial. Interstate calling is inclusive of the Continental United States, Alaska, Hawaii, Canada and Puerto Rico.	\$44.99 Standalone \$39.99 with TV or Internet \$34.99 with TV & Internet
<b>Long Distance Unlimited Minutes Package – Additional Line:</b> See General Description above for additional line. Subscriber must also have the Long Distance Unlimited Minutes Package on the primary line. Limit one package per residential account.	\$23.99 Standalone \$23.99 with TV or Internet \$23.99 with TV & Internet
<b>Long Distance Unlimited Minutes Package – Price Guarantee:</b> The Long Distance Unlimited Minutes Package – Double or Triple Play at a discounted rate when the Subscriber makes a 24 month term commitment. Wire maintenance service is also included. The rate applies for the entire 24 month term from the date it is implemented on the Subscriber's account. At the conclusion of the 24 month term, the Subscriber may renew participation in this discount plan at the rate and terms then in effect. Discontinuance of one or all of the services in a Subscriber's package listed above will result in immediate termination of the Price Guarantee agreement and non-discounted rates will go into effect.	\$29.99 with TV or Internet \$29.99 with TV & Internet
<b>Unlimited In State Calling Package:</b> Includes Company Basic local service for one primary line, Company intrastate long distance and Company calling features: Caller ID, Call Waiting/Cancel Call Waiting,	\$34.99 Standalone \$29.99 with TV

Call Waiting with Caller ID, Forward All Calls and Block Anonymous Calls. Intrastate calls include IntraLATA/local toll and InterLATA calls. Interstate calling will be rated at \$.10 per minute and includes calls within the Continental United States, Alaska, Hawaii, Canada and Puerto Rico.	or Internet \$24.99 with TV & Internet
<b>Unlimited In State Calling Package – Additional Lines:</b> See General Description above for additional lines only. Limit one package per residential account.	\$14.99 Standalone \$14.99 with TV or Internet \$14.99 with TV & Internet
<b>Charter Duo Package:</b> Package includes Basic service, Block Anonymous Calls, Forward Selected Calls, Forward All Calls, Block Unwanted Callers, Call Waiting/Cancel Call Waiting, Caller ID, Call Waiting with Caller ID, VIP Ring, Accept Selected Callers, and Unlimited intrastate and interstate Long Distance at a discounted monthly charge. Interstate calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls includes IntraLATA/local toll and interLATA calls. Package Subscriber must also subscribe to a Charter High Speed Internet Service as offered by the Company.	\$25.00 with Internet
<b>Local Plus Package:</b> Package of Voice services to Subscribers that includes Charter Basic Service, Charter Long Distance and Charter Calling Features. The Subscriber is required to have, Charter High Speed Internet Service and/or Charter Digital Cable Service. Package consists of Charter basic service and Charter Speed Dial calling feature. Charter intrastate and interstate long distance service is rated separately on a per minute of use basis. An optional five feature package could be purchased in conjunction with the Local Plus Package. The feature package consists of: Caller ID, Call Waiting, Call Waiting with Caller ID, All Call Forwarding and Block Anonymous Calls.	\$ 14.99 \$5.00 optional feature package \$0.10/minute long distance
<b>Unlimited Loyalty Package:</b> Package consists of Charter Basic Local Service, Charter Unlimited Intrastate and Interstate Long Distance usage plus the following Charter Calling Features: Block Anonymous Calls, Forward All Calls, Call Waiting/Cancel Call Waiting, Caller ID, and Call Waiting with Caller ID. Intrastate Long Distance calling includes IntraLATA/local toll and interLATA calls. Interstate Long Distance calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. The Subscriber is required to have Charter High Speed Internet Service and/or Charter Digital Cable Service and be in good standing with the Company for at least a two year period.	\$ 4.99 primary line \$ 19.99 additional line
<b>Charter Basic Long Distance (Buy Up) Plan:</b> For Basic Service Subscribers who choose the Company as their long distance provider. Monthly and per minute charges per line. Per minute of use intrastate rates apply to 1+ calls only (i.e. direct dialed). The monthly recurring charge is	\$ 2.50 per month \$ 0.05 per minute

applied to each Subscriber line. The monthly charge may be pro-rated for the first month and billed in advance. Per minute of use interstate rates apply per line, may be discounted and are payable in arrears.

International Calling Plans	Monthly Rate
<b>Worldwide 250 Plan:</b> Prepaid calling option providing 250 international minutes. Plan minutes can be used to call 195 landline and 78 mobile destinations.	\$ 20.00
<b>Mexico 200 Plan:</b> Prepaid plan to a Subscriber for 200 calling minutes to landline destinations in Mexico.	\$ 10.00
<b>Mexico 500 Plan:</b> Prepaid plan to a Subscriber for 500 calling minutes to landline destinations in Mexico.	\$ 25.00
<p><b>Unlimited Calling to Mexico Plan:</b> Unlimited Calling to Mexico plan offers Subscribers in California (select areas only) a no cost additional service to their current Unlimited Long Distance voice package. Subscribers must enroll in a triple play package (Voice, TV and Internet) having a Latino View TV package. The Unlimited Calling to Mexico package offers Subscribers unlimited landline and up to 250 cell phone minutes per month. Any usage above 250 minutes to Mexican cell phones is charged at a \$0.35 per minute rate. The Unlimited Calling to Mexico Plan is limited to single family residential use only, at usage levels consistent with typical residential usage. "Typical residential usage" refers to the calling patterns of at least 95% of our residential customers subscribing to the Plan. Usage of the Unlimited Calling to Mexico Plan is permitted only by Subscriber, Subscriber's immediate family and guests residing at Subscriber's residential premises (collectively, "Subscriber"). The Unlimited Calling to Mexico Plan is intended to be used for continuous live dialog between the Subscriber and a third party. As with all residential Voice Service rate plans, the Unlimited Calling to Mexico Plan may not be used for commercial purposes, including, but not limited to, telemarketing, call center services, medical transcription or facsimile or voice message broadcasting. The use of auto-dialers and predictive dialers, resale of Service and use of the Unlimited Calling to Mexico Plan (a) by or on behalf of persons other than Subscriber, (b) in connection with the operation of a business or enterprise, including a home-based business or a non-profit or governmental organization, or (c) without live dialog, including use as a monitor or intercom, are outside of the Plan and are prohibited. Charter monitors and evaluates residential customer usage for patterns that are inconsistent with single family residential usage. Excessive consistent usage, unusual call patterns, and lack of continuous dialog activity may be presumed indicative of use that is inconsistent with</p>	No Additional Charge (unless above cell phone minute limit)

normal residential use of the Unlimited Calling to Mexico Plan. Other factors considered may include, but are not limited to, aggregate usage that significantly exceeds typical residential usage, the average duration of calls, large numbers of calls of short duration, the number of calls placed in a month and other abnormal calling patterns that Charter deems indicative of attempts to evade enforcement of the limitations on the Unlimited Calling to Mexico Plan. Charter reserves the right to review Subscriber's account and take action including, but not limited to, immediate suspension of Subscriber's Voice Service account if usage is beyond typical residential usage, otherwise prohibited by this AUP or adversely affects Charter's operations. If Charter determines that a Subscriber is engaging in abnormal or impermissible usage, Charter will use reasonable efforts to inform the Subscriber and may provide an opportunity to correct improper usage, or Charter may terminate Service or remove a Subscriber from the Unlimited Calling to Mexico Plan with or without notice. Charter may revise this Unlimited Calling to Mexico Plan AUP at any time by posting a revised policy at [www.spectrum.com](http://www.spectrum.com), under "Terms of Service/Policies" or by notifying Subscriber of the termination of such Plan.

<b>Calling Features a La Carte<sup>17</sup></b>	<b>Monthly Rate</b>
Accept Selected Callers	\$ 4.00
Block Anonymous Calls	\$ 1.50
Call Blocking	No Charge
Call Forwarding:	
Forward Selected Calls	\$ 2.75
Forward All Calls	\$ 2.75
Forward Calls When Busy	\$ 2.75
Forward Calls When No Answer	\$ 2.75
Return Call	\$ 3.25 or \$0.90 per use
Block Unwanted Callers	\$ 4.00
Block Call Trace	No Charge
Caller ID (Name & Number)	\$ 6.75
Block Outbound Caller ID	No Charge
Call Waiting	\$ 7.25
Call Waiting with Caller ID	No Additional Charge
Repeat Dialing	\$ 1.75 or \$0.90 per use
Speed Dial (formerly Speed Dial 8)	\$ 2.75

VIP Ring	\$ 3.50
(Same as VIP Ring)	
\$ 3.50	
Speed Dial 30	\$ 6.00
3-Way Calling <sup>18</sup>	\$ 2.75
<b>Other Services</b>	
Private Number Service <sup>19</sup> , monthly	\$ 5.00 per number

<sup>17</sup>Basic Service customers may still subscribe.

<sup>18</sup>This feature is limited to two simultaneous calls.

<sup>19</sup>Provided to ULD package Subscribers upon request at no charge. Number not listed in Directory or Directory Assistance.



Did you sign up for TV services before 03/14/2017? [click here](#)

If you are a Charter customer, [click here \(/policies/spectrum-broadband-disclosure\)](/policies/spectrum-broadband-disclosure) to access Broadband service rate and performance metric information applicable to the service offering you subscribe to.



## Residential Broadband Services and Pricing

**For Worcester, MA (Rate Regulated) (SPP),**  
Effective March 2021. All charges exclude applicable taxes, FCC fees, state cost-recovery fee, franchise fees and the Broadcast TV Service Charge.

### SPECTRUM STANDARD SERVICE OFFERINGS (MONTH-TO-MONTH PLAN) \*

Spectrum Internet 100/10	\$74.99
Spectrum Internet 100/10 with WiFi	\$79.99
Spectrum Internet Ultra 400/20	\$94.99
Spectrum Internet Ultra 400/20 with WiFi	\$99.99
Spectrum Internet Assist 30/4 **	\$17.99
Spectrum Internet Assist 30/4 with WiFi **	\$22.99
Spectrum Internet Gig	\$134.99

[Click here \(http://www.charter.com\)](http://www.charter.com) for other pricing including promotions and options bundled with other services, like cable television and phone services.

### OTHER CHARGES AND TERMS \*

Data included with monthly charge	Unlimited
Charges for additional data usage	No Charge
Optional modem or gateway lease - Charter equipment included with service (Customers may use their own modem or gateway - <a href="https://www.charter.com/browse/content/docsis-modem-policy?PrivacyRight=2">Click here for our policy (https://www.charter.com/browse/content/docsis-modem-policy?PrivacyRight=2)</a> )	No Charge
Security Suite	No Charge

### STANDARD ONE-TIME-CHARGES \*

Hourly Labor Charge	\$49.99
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Standard Installation Fee	\$48.95
Spectrum Ultra Installation Fee	\$49.99
Spectrum Gig Installation Fee	\$199.99
WiFi Activation Fee (in addition to installation fee)	\$9.99
Self-Installation	\$9.99
WiFi Self-Installation (Must be existing video customer in order to qualify for self-installation)	\$9.99
Move Transfer of Spectrum Service(s)	\$49.99
Change of Service - Special Trip <sup>F</sup>	\$49.99
Reconnection Fee	\$4.99
Unreturned Equipment Fee	
eMTA/Modem, Phone Modem, Gateway	\$59.00
WiFi Modem/Extender/Router	\$61.00

\* State, Local, Government Taxes and Fees may apply and vary by location. Prices above do not include taxes & fees. Rates may vary for promotional, packages & non standard events or service requests.

#### **Other Services on Network**

Information can be found in Network Management Practices Policy (<https://www.spectrum.com/browse/content/network>).

**PERFORMANCE: INDIVIDUAL  
EXPERIENCE MAY VARY**  
([HTTPS://WWW.CHARTER.COM  
/BROWSE/CONTENT/NETWORK](https://www.charter.com/browse/content/network))

Spectrum Internet 100/10	\$74.99
Typical median download speed	100 Mbps or higher
Typical median upload speed	10 Mbps or higher
Typical median latency (in milliseconds)	26.00
Typical median packet loss	0.08%
Spectrum Internet Ultra 400/20	\$94.99
Typical median download speed	400 Mbps or higher
Typical median upload speed	20 Mbps or higher
Typical median latency (in milliseconds)	26.00
Typical median packet loss	0.08%

Spectrum Internet Assist 30/4 **	\$17.99
Typical median download speed	30 Mbps or higher
Typical median upload speed	4 Mbps or higher
Typical median latency (in milliseconds)	26.00
Typical median packet loss	0.08%

Spectrum Internet Gig	\$134.99
Typical median download speed	Up to 940 Mbps
Typical median upload speed	35 Mbps or higher
Typical median latency (in milliseconds)	26.00
Typical median packet loss	0.08%

Metrics based upon measurements collected between 7pm – 11 pm from 10/1/2016 through 10/31/2016. Charter uses multiple methods to measure the performance of its products. Data was collected from the SamKnows FCC Measuring Broadband America panel where possible. Tiers that were not included in the Measuring Broadband America panel had data collected from an internal SamKnows panel. Download and upload speed metrics are produced for each individual tier. Latency and packet loss given minimal variation across tiers are based on measurements across all tiers.

Charter Internet customers can check the speed performance of their current Internet connection using the Charter Speed Test on Charter.com or Charter.net, which tests the speed that they are receiving on Charter's network to the end user device. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and Internet connected devices, and the time of day, and therefore do not reflect the performance of the Charter network only.

**Network Management:**

- Application Specific Behavior? No, subject to Charter rights under the [network management practices policy](https://www.spectrum.com/browse/content/network) (<https://www.spectrum.com/browse/content/network>) which prevents harmful or illegal activity.
- Subscriber-triggered network management practices? No, subject to the restrictions and terms of Charter's Acceptable Use Policy and Charter's rights under the [network management practices policy](https://www.spectrum.com/browse/content/network) (<https://www.spectrum.com/browse/content/network>) which prevents harmful or illegal activity.

Additional information on network management can be found in [Charters Residential Internet Acceptable Use Policy](https://www.charter.com/browse/content/services/#/terms_TCR3) ("AUP") ([https://www.charter.com/browse/content/services/#/terms\\_TCR3](https://www.charter.com/browse/content/services/#/terms_TCR3)), [Commercial Internet Acceptable Use Policy](https://www.charter.com/browse/content/services/#/terms_TCB2) ([https://www.charter.com/browse/content/services/#/terms\\_TCB2](https://www.charter.com/browse/content/services/#/terms_TCB2)), and [Network Management Practices Policy](https://www.spectrum.com/browse/content/network) (<https://www.spectrum.com/browse/content/network>).

**Privacy Policy:**

Charter values our Customers' privacy and will collect, use and otherwise handle your information in accordance with [Charter's Privacy Policy](https://www.charter.com/browse/content/your-privacy-rights). (<https://www.charter.com/browse/content/your-privacy-rights>)

**Complaints or Inquiries:**

If you have any questions or concerns regarding your Charter Internet service, you may contact Charter customer service by calling 1-888-438-2427 or contact us online at Charter.com. To submit complaints to the FCC, you can contact the FCC by phone at 1-888-225-5322, online at [consumercomplaints.fcc.gov](https://consumercomplaints.fcc.gov) (<https://consumercomplaints.fcc.gov>) or online at [www.fcc.gov/guides/getting-broadband](http://www.fcc.gov/guides/getting-broadband) (<http://www.fcc.gov/guides/getting-broadband>).

**FCC Resources**

Learn more about the terms used on this form and other relevant information at the following FCC's links: <https://www.fcc.gov/general/glossary-telecommunications-terms> (<https://www.fcc.gov/general/glossary-telecommunications-terms>) or <https://www.fcc.gov/consumers/guides/consumer-labels-broadband-services?from=home> (<https://www.fcc.gov/consumers/guides/consumer-labels-broadband-services?from=home>).

©2021 Charter Communications, Inc. Pricing and offers are subject to change; restrictions may apply. Internet not available in all areas. Charter Internet subscribers are required to use an authorized device in order to use the Charter network without interruption and receive optimal service performance. Small percentage of customers will receive lower than advertised speeds. Charter does not guarantee security of data.

\*\* Availability of offer based on eligibility and service address that has been pre-qualified. [Click here](https://www.charter.com/browse/content/spectrum-internet-assist) (<https://www.charter.com/browse/content/spectrum-internet-assist>) for additional details.

Serving: Worcester, MA

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## NETWORK MANAGEMENT PRACTICES

You may find the following information helpful regarding Charter's mass market retail broadband -Internet access services. The following includes information regarding network management practices that Charter may employ and performance characteristics of the Internet services. The information provided below is intended for current and prospective Customers to our services as well as providers of "edge" products (i.e., providers of applications, devices, services, and content accessed over or connected to Charter's broadband Internet access service). It is not intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by third party establishments (such as coffee shops, bookstores, hotels, libraries, etc.) in connection with their provision of Internet service to others. The information provided below may be revised from time to time as Charter deems appropriate and should be read in conjunction with [Spectrum Residential Internet Acceptable Use Policy \("AUP"\)](#) and the [Spectrum Residential Internet Services Agreement](#), or [Spectrum Acceptable Use Policy - Commercial Customers](#) and any governing [Spectrum Enterprise Terms & Conditions](#).

### NETWORK MANAGEMENT

#### Charter's Network and the Management of Our Network

Charter utilizes as necessary a variety of reasonable network management practices consistent with industry standards to ensure that all of its Customers have a high quality online experience. These practices are undertaken without regard to the source, destination, content, application, or service, and which are designed to protect Customers from activities that can unreasonably burden our network or compromise security. Charter's online network is a bidirectional network, the proper management of which is essential to promote the use and enjoyment of the Internet by all of our Customers. Charter monitors its network and attempts to address projected demand for capacity, taking reasonable steps to expand capacity as necessary.

In the event that Customer activity is adversely affecting other Customers' service Charter has available the following tools and practices (without limitation and as may be adjusted over time):

Spam filtering and spam detection techniques. Charter employs a number of practices to prevent the transmission of unsolicited email (e.g., cyber-marketing, malicious emails, etc.) such as:

- **Spam Detection** - Our spam filter software is provided to us by a third party, and it scans inbound messages in a search for spam-like characteristics. These characteristics are defined based on previous complaints from our vendor's customers, and can be as simple as one URL. New messages that match the characteristics of previous messages that either drew complaints from the vendor's customers or were deemed spam by the software, are likely to be deemed spam by the software and delivered to the users email into a spam folder. For outbound known spam, the software stops the spam from being sent to the identified users. Charter permits Customers to report spam and create other email filters that will facilitate inbox security, management, and organization.

- Utilize reputation services - Charter uses IP reputation from multiple sources to deny mail relay to suspect IPs off Charter IP space. Charter IP reputation is tracked internally.
- Real-time IP Block lists - Charter uses several third-party block lists, and one of our own, to determine whether or not to accept a connection to our inbound mail servers.
- Port Security - Require encrypted and authenticated ports to send email when not on Charter IP space.
- Email Server-to-Server Traffic Monitoring - When Customer inbound and/or outbound email traffic exceeds thresholds for the following metrics, which are set at levels that significantly exceed the norm for similar activity as measured across Charter's network, Charter alerts the respective Customers to alter the particular behavior in question:
  - Recipients per message
  - Recipients per hour
  - Recipients per connection
  - Simultaneous or concurrent connections

Addressing and correcting the foregoing excessive use is undertaken to ensure there is no violation of correlating restrictions placed on Charter traffic by upstream IP network interconnection partners, edge providers, or other network providers, which in turn gives rise to traffic limitations imposed on Charter traffic by such third parties.

#### Protection from Viruses and Spyware

Charter's Security Suite software is included with our Internet Service and upon installation by Customer, has the following capabilities:

- Advanced real-time protection against viruses, spyware and other malicious attacks.
- Secure firewall to prevent hacking attempts, keeping your private data safe.
- Spyware detection and removal to ensure your computer is running smoothly.
- Browsing protection that blocks unsafe sites automatically.
- Parental controls to protect your children against harmful sites

More information on Charter's postmaster services is available at [www.spectrum.net/support/internet/charter-postmaster-services](http://www.spectrum.net/support/internet/charter-postmaster-services).

Charter reserves the right both to modify these as well as to employ other reasonable network management practices in its discretion and in accordance with law as may be necessary and effective to enable the optimum operation of its network to deliver its services.

#### Application Specific Behavior

Except in the circumstances described above, Charter does not block or degrade its Customers' ability to access lawful content or services. Charter reserves the right to employ network management practices to prevent certain harmful or illegal activity including without limitation the distribution of viruses or other malicious code (e.g., botnets) or the transfer of child

pornography or other unlawful content (e.g., Digital Millennium Copyright Act/DMCA violations).

## Device Attachment

Information concerning the approval of devices for use on the network is available in the [DOCSIS Modem Policy](#).

## Network and End-User Security

Charter reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate. Charter takes steps to protect the security of its network and its Customers which may include e-mail virus scanning, denying e-mail from certain domains, spam detection techniques and putting limits on the number of emails sent/received in a given amount of time.

In order to further protect our Customers, Charter may block or limit sources that are commonly used to send spam (see above), launch malicious attacks, or steal a user's information. Charter may enforce limits on the number of login, Simple Mail Transfer Protocol (SMTP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) transactions per second that Customers can send to Charter's servers. In addition, in order to protect Charter's network and our Customers against Denial of Service (DoS) attacks, Charter may block or limit protocols commonly used for these attacks, such as Chargen, Quote of the Day (QOTD), Simple Service Delivery Protocol (SSDP), Simple Network Management Protocol (SNMP) and Network Time Protocol (NTP). Charter also makes available certain security tools for use by our Customers.

Additional information about these tools is available at [www.spectrum.net/security](http://www.spectrum.net/security).

## PERFORMANCE CHARACTERISTICS

### Service Description

Charter Internet offers residential and commercial customers their choice of a variety of broadband Internet access service tiers, each of which offers varying speeds and features that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are modified from time to time and not all packages are available in all areas. Full descriptions of currently available packaging and pricing can be found at [www.Spectrum.com](http://www.Spectrum.com).

Charter provisions its Customers' modems and engineers its network to maximize our Customers' ability to receive the maximum speed levels for each tier of service. However, Charter does not guarantee that a customer will achieve those speeds at all times. Like all other ISPs, Charter advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The "actual" speed a customer experiences may vary based on a number of factors



and conditions, many of which are beyond the control of an ISP such as Charter. These conditions include:

1. The performance of a customer's Internet connected device, including its age, memory, processing capability, its operating system, the number of applications running simultaneously, and the presence of any malware or viruses has an effect on your Internet connected device's ability to communicate with the Internet. Often, increasing the amount of memory (RAM) in your Internet connected device can have a positive effect on how quickly your Internet connected device can communicate with the Internet. You should make sure you are running the most up-to-date operating system your Internet connected device can handle (with all available patches installed) to maximize your connection speeds. In addition, Charter offers an Internet security suite at no additional charge to help protect your computer from viruses and malware. If connecting to your Internet service wirelessly, the connection speed you experience also may be affected by the capabilities of your computer/device's wireless antenna(s)."
2. Type of connection between a customer's Internet connected device and modem. If there is a router between your modem and your Internet connected device, the connection speed you experience can often depend on the model and configuration of the router. Certain routers are able to pass data to your Internet connected device more quickly than others. For example, wireless routers using the 802.11b protocol are limited to 11 Mbps and, depending on your signal strength, may give you significantly slower connection speeds. Wireless connections also may be subject to greater fluctuations in speed and latency and may be affected by interference, congestion, distance, and other factors
3. The distance packets travel (round trip time of packets) between a customer's Internet connected device and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection to websites/content may traverse the networks of multiple providers before reaching its destination, and the limitations of those third party networks will most likely affect the overall speed of that Internet connection.
4. Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site, which may adversely impact a customer's connection.
6. The suitability of the cable modem. Some modems may not be capable of handling higher speeds. Charter-provided modems, which may be provided at no cost with its Internet Service, are certified to ensure they are capable of delivering the Customer-selected respective Internet Service speeds at the time the modem is provided. Modem software updates or upgrades may be necessary over time as upgrades are made to Charter's Internet speed offerings and underlying network.

Charter Internet Customers can check the speed performance of their current Internet connection using the Charter Speed Test on [Spectrum.com](http://Spectrum.com) or [Spectrum.net](http://Spectrum.net), which tests the speed that they are receiving on Charter's network. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and Internet connected devices, and the time of day, and therefore do not reflect the performance of the Charter network only. See Charter's applicable [Spectrum Broadband Label Disclosure](#) for more information regarding performance metrics.

Like Charter's Internet services, Charter Phone service and Charter Cable TV in IP format are based on internet protocol, but the provision of these services should not have any discernible effect on your Internet services. As Charter develops other Internet protocol services, Charter intends to manage them so that they should also have no discernible effect on your Internet services.

## COMMERCIAL TERMS

### Pricing

Charter offers various Internet service offerings. See Charter's applicable broadband label disclosure for more information regarding pricing or call 1-877-304-2364.

### Privacy Policy

Charter values our Customers' privacy and will collect, use and otherwise handle your information in accordance with [Spectrum Privacy Policy](#).

### Redress Options

If you have any questions or concerns regarding your Charter Internet service, you may contact customer service by calling 1-888-438-2427. If you are an edge technology or service provider with questions or concerns, please contact us at [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com). The FCC has established procedures for addressing informal and formal complaints regarding broadband service. For information, you can contact the FCC by phone at 1-888-225-5322, online at [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov) or online at [www.fcc.gov/guides/getting-broadband](http://www.fcc.gov/guides/getting-broadband).